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| **Job title:** Hospice at Home Healthcare Assistant |
| **Band: XX** |
| **Department: Hospice at Home**  |
| **Work location: Hospice**  |
| **Reports to: Specialist Nurse** |
| **Responsible for: n/a**  |
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# Job purpose

To be a member of the Hospice at Home team, providing care for patients with any life-limiting condition in their own homes. Support can be provided throughout a 24hr period, 7 days a week, 365 days a year. The aim of the role is to provide quality specialist palliative care by addressing the physical, emotional, spiritual and social needs of patients and their carer’s.

## Main duties and responsibilities

Clinical Practice

* To carry out care as allocated by the Hospice at Home Service and planned by the Community Nursing Team
* To use own initiative to adapt care in the event of a sudden change in the patient’s condition, within a safe competency framework
* To be aware of own limitations and to seek help including nursing or medical support as required
* To be competent to assist patients to take oral medications as prescribed
* To be aware of the normal working and monitoring of basic patient aids e.g. urinary catheters, colostomies, PEG tubes and syringe drivers
* To maintain a safe working environment for self, patient, carers and colleagues
* To be aware of and adhere to all appropriate policies and procedures
* To work collaboratively with other members of the multidisciplinary team

Communication

* To communicate clearly and effectively with patients, carers, health and social care professionals
* To listen and respond with patience and empathy in sensitive situations.
* To maintain accurate and timely patient records
* To maintain regular contact with the Hospice at Home team e.g. via phone or email as required to fulfil service provision
* To complete claim forms regarding visits and expenses at monthly intervals or as carried out as required
* To attend a minimum of 2 Hospice at Home Team meetings per year

Education and Development

* To maintain own personal and professional development by attending study days and training sessions as required
* To be aware of the latest developments within the Hospice at Home Service and the wider hospice
* To be up-to-date with all mandatory training and competency requirements
* To assist with the induction and training of new Hospice at Home Staff e.g. new staff shadowing experienced staff

Physical Care

* To provide personal care including washing, dressing, feeding and toileting for dependent patients in their home environment
* To work within recognised manual handling guidelines
* To risk assess and take appropriate action in unpredictable working conditions
* To demonstrate safe and appropriate use of hoists and manual handling equipment
* To work within confined spaces and in a variety of different patient home settings
* To be capable of driving distances and in unfamiliar locations
* To follow policies and procedures pertaining to bodily fluids and infection control

Mental Effort

* To work flexibly and manage unpredictable situations and changing work demands e.g. breaking bad news and coping with stressful situations
* To maintain concentration in a potentially disruptive or emotionally charged environments
* To remain calm and have due regard for safety when driving at night and in adverse weather conditions
* To maintain attention when driving distances in unfamiliar areas
* To be competent to map read and route plan
* To be confident to carry out all duties and responsibilities as a lone worker

Health and Safety at Work Act

It is the responsibility of all employees to comply with the Health and Safety at Work Act 1974 ensuring that safe working practices are adhered to and that potential hazards are reported without delay to the appropriate office

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

# Person Specification

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| **Attributes** | **Criteria** | **\* How measured** |
| **Experience** | * Evidence of experience of working as a Carer providing support to frail/ infirm clients or people with life-limiting illnesses
* Evidence of working independently without direct supervision
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| **Qualifications and training** | * Evidence of previous professional training relating to patient care
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| **Knowledge, skills and abilities** | * Good basic written and verbal skills
* Able to communicate effectively with patients, carers and health care professionals
* Able to maintain clear, accurate, and timely patient records
* Able to map read and route plan
* Confident and self sufficient
* Aware of when to seek support and guidance
* Respectful of patients’ and carers’ own values and beliefs
* Reliable, good attendance record and good time keeping
* Responsive to feedback and constructive criticism
* Empathetic to patients, carers and staff
* Knowledge of basic risk assessment to promote and maintain safe working environment
* Basic needs assessment skills
* Awareness of symptom control issues
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| **Job circumstances** |  |

**\* A: application**

 **I: interview**

 **E: exercise**